

Rhode Island Department of Education
Office of Statewide Transportation – Standard Operating Procedures

Procedure Number	Topic
RIDESOP.012	Transportation Program Operating Parameters
Page	Adopted
1 of 3	July 1, 2013 April 2022 March 2023

Statement
<p>Students receiving transportation services within the RIDE Statewide Student Transportation Program will be routed to their school in the most efficient and effective manner possible consistent with safety. For the system to work effectively for all students, it is necessary to establish certain operational parameters. The bus routes administered by the statewide program will be planned and operated in accordance with the following criteria.</p>
Procedures
<p>Eligibility for service:</p> <p>Students eligible for service within the RIDE Statewide Transportation System include:</p> <ol style="list-style-type: none"> 1. Students with Disabilities placed in any program outside his or her sending district’s boundary. 2. Students attending out-of-district private, charter or career and tech schools within designated regional boundaries. 3. Students enrolled by school district/LEA/DCYF who are McKinney Vento or in Foster Care who reside outside his or her sending district’s boundary <p>Courtesy transportation <u>may</u> be provided by the statewide program for any students that do not meet these eligibility criteria on a case-by-case basis with the approval of the Director of Statewide Efficiencies.</p> <p>Bus stops:</p> <ul style="list-style-type: none"> • Depot bus stops will be utilized for all Private, Parochial, Charter and Vocational students. Students with Disabilities that qualify for home door bus service will not be assigned to depot stops. Bus stop accommodations can be made for PCCT students in coordination with their district and school for medical concerns. • The placement of Bus Stops shall be determined by the System Manager in line with standard industry practice, with due regard for safety, and in accordance with the following criteria: <ul style="list-style-type: none"> - Depot stops shall be placed at locations that can accommodate a larger number of students safely without interruption to the community the depot stop is placed at. - Depot stops shall be placed in areas with parking for the parents

Rhode Island Department of Education
Office of Statewide Transportation – Standard Operating Procedures

Procedure Number	Topic
RIDESOP.012	Transportation Program Operating Parameters
Page	Adopted
2 of 3	July 1, 2013 April 2022 March 2023

- Depot stops shall be placed in locations such as local schools, park and ride or community buildings such as town halls, libraries, community centers
- Each student will be assigned one location for morning pickup and one location for afternoon drop-off. Stop locations will be assigned by and shall be changed only at the discretion of the System Manager.
- Parent concerns regarding bus stop safety will be addressed and will require approval of RIDE, school and district before changes are made
- Students with Disabilities, Kindergarten, and Grade 1 students must have guardian supervision present at applicable afternoon drop-off locations. In the event a guardian is not present to receive one of these students, a call will be made to the guardian and, if necessary, remaining students will be delivered to their stops before returning to deliver the student whose guardian was not present.
- To maximize overall system efficiency, infrequently used bus stops may be eliminated at the discretion of the System Manager. Before a bus stop is eliminated a call will be made to the family(s) to determine if the stop should remain in force. If a stop is eliminated, effected students will be reassigned to the nearest active bus stop serving the destination school.
- For special needs students, stops will not be eliminated without prior discussion with student’s parent(s) or guardian(s), as well as the special education director of the student’s resident district.

Bus routing parameters:

- The objective for the *maximum* allowable student ride time on any one trip is 90 minutes for PCCT/MV/ESSA and 60 minutes for special ed, defined as the length of time from when the student boards the bus until the student arrives at his/her destination.
- In certain cases, students may be required longer than 90 or 60 minutes if no viable logistical alternatives exist. In all cases, every effort will be made to minimize the ride time for students.
- Special Education students receiving a ride time over 60 minutes require a supplement sheet be added to their transportation letter outlining why the ride time exceeds 60 minutes one way. REFER TO FORM 012
- Students will be assigned to buses per accepted industry standard:
 - 3 students per seat for grades K-8
 - 2 students per seat for grades 9-12

Rhode Island Department of Education
Office of Statewide Transportation – Standard Operating Procedures

Procedure Number	Topic
RIDESOP.012	Transportation Program Operating Parameters
Page	Adopted
3 of 3	July 1, 2013 April 2022 March 2023

- Average of 2 students per seat (i.e., 3 per row) for Students with Disabilities, unless otherwise required per the student’s IEP

- Transfers and shuttles shall be used as necessary at the discretion of the System Manager.
- Busses shall be scheduled to arrive no more than 30 minutes prior to opening or closing bell time at school. Supervision shall be provided by school personnel during this arrival/ dismissal window.

Customer service parameters:

- The System Manager will process a transportation change request within 24 hours of receipt, whenever possible. The closest active depot stop will be assigned to all PCCT students and ALL new student’s bus service begins within two business days of bus stop assignment.
- To ensure compliance with the Transportation change request timeline each System Manager router is required to complete a minimum of 10 new student requests per day.
- The System Manager will respond to a service complaint within two business days of receipt.
- Transportation Coordinators will notify parents/guardians of all changes a minimum of 2-business day before the change takes effect. Any routing completed after 4pm must be assigned to the coordinator present or the notification must be completed by the router themselves.
- All notification made to parents/guardians regarding a change to the route using the call alert system must be reviewed by the coordinator on the next business day for any parents who did receive the message based the school messenger report.
- Transportation letters will be mailed to parents and provided to OSCAS within 5 business days of the route completion date.
- All feedback received from bus yards, schools or districts regarding a route not functioning as expected will be reviewed and corrected by a member of the routing team within 2 business days
- Transportation coordinators upon creating a new student file for a school not currently serviced will be required to gather the corresponding school calendar, bell times and contact information
- Transportation Coordinators upon receipt of a student residing out of State will gather the corresponding business office contact information and add it to the district contact list.